

# MULTI CHANNEL AV RECEIVER STR-DH750/STR-DH550

## PROTECTOR

The receiver will automatically turn off after a few seconds. Check the followings:

- There may be an electrical surge or power failure. Unplug the AC power cord (mains lead) and then plug in the cord again after 30 minutes.
- The receiver is covered and the ventilation holes are blocked. Remove the object covering the ventilation holes of the receiver.
- The impedance of the connected speakers is below the rated impedance range indicated on the back panel of the receiver. Reduce the volume level.
- Unplug the AC power cord (mains lead) and let the receiver cool down for 30 minutes while performing the following troubleshooting:
  - Disconnect all of the speakers and subwoofer.
  - Check that the speaker wires are tightly twisted on both ends.
  - Connect the front speaker first, increase the volume level and operate the receiver for at least 30 minutes until it completely warms up. Then, connect each additional speaker one by one and test each additional speaker until you detect which speaker is causing the protection error.

After checking the above items and fixing any problems, plug in the AC power cord (mains lead) and turn on the receiver. If the problem persists, consult your nearest Sony dealer.

## USB FAIL



An over-current from the (USB) port was detected. The receiver will automatically turn off after a few seconds. Check the iPhone/iPod or USB device, then unplug it and turn on the power again.

## List of messages after Auto Calibration measurements

- **Error 30:**  
Headphones are connected to the PHONES jack on the receiver. Remove the headphones and perform the Auto Calibration again.
- **Error 31:**  
Front speakers are not selected properly. Select the front speakers using SPEAKERS and perform the Auto Calibration again. For details on selecting the front speakers, see "[Selecting the front speakers \(for STR-DH750 only\).](#)"

- **Error 32, Error 33:**
  - Speakers were not detected or not connected properly.
  - None of the front speakers are connected or only one front speaker is connected.
  - Either the surround left or surround right speaker is not connected.
  - A surround back speaker is connected only to the SPEAKERS SURROUND BACK/BI-AMP/FRONT HIGH/FRONT B R terminal. If connecting only one surround back speaker, connect it to the SPEAKERS SURROUND BACK/BI-AMP/FRONT HIGH/FRONT B L terminal (for STR-DH750 only).
  - Either the front high left or front high right speaker is not connected.

The optimizer microphone is not connected. Make sure that the optimizer microphone is connected properly and perform the Auto Calibration again.

If the optimizer microphone is connected properly but the error code still appears, the optimizer microphone cable may be damaged.

- **Warning 40:**  
The measurement process has been completed and a high noise level has been detected. You may be able to achieve better results if you try the process again in a quiet environment.
- **Warning 41, Warning 42:**  
The input from the microphone is too large.
  - The distance between the speaker and the microphone may be too small. Set them further apart and perform the measurement again.
- **Warning 43:**  
The distance and position of a subwoofer cannot be detected. This may be caused by noise. Try performing the measurement in a quiet environment.

## iPhone/iPod message list

- **Reading:**  
  
The receiver is recognizing and reading the information of the iPhone or iPod.
- **Loading:**  
  
The receiver is loading information of the iPhone or iPod.
- **Not supported:**  
  
An incompatible iPhone or iPod is connected.
- **No device is connected:**  
  
No iPhone or iPod is connected.

- **No Music:**

No music was found.

- **Headphones not supported:**

No sound is output from the headphones when an iPhone or iPod is connected

### USB message list

- **Reading:**

The receiver is recognizing and reading the information of the USB device.

- **Device error:**

The memory of the USB device could not be recognized.

- **Not supported:**

An incompatible USB device is connected, an unknown device is connected, or the USB device is connected through a USB hub.

- **No device is connected:**

No USB device is connected or the connected USB device is not recognized.

- **No track:**

No track was found.

### The receiver is turned off automatically.


- [Auto Standby] is set to [On].
- The sleep timer function was activated.
- [PROTECTOR] was activated.

### No sound or only a very low level of sound is heard, no matter which device is selected.

- Check that all connecting cables are inserted to their input/output jacks on the receiver, speakers and the devices.
- Check that the receiver and all devices are turned on.
- Check that MASTER VOLUME on the receiver is not set to [VOL MIN].

- Check that SPEAKERS on the receiver is not set to [SPK OFF].
- Check that headphones are not connected to the receiver.



- Press  to cancel the muting function.
- Try pressing the input button on the remote control or turning INPUT SELECTOR on the receiver to select the device of your choice.
- If you want to listen to sound from the TV speaker, set [HDMI Audio Out] to [TV+AMP] in the HDMI Settings menu. If you cannot play multi-channel audio source, set [AMP] . However, the sound will not be output through the TV speaker.
- Sound may be interrupted when the sampling frequency, number of channels or audio format of audio output signals from the playback device is switched.

### There is severe humming or noise.

- Check that the speakers and device are connected securely.
- Check that the connecting cables are not near a transformer or motor, and are at least 3 meters (10 feet) away from a TV set or fluorescent light.
- Move your audio device away from the TV.
- The plugs and jacks are dirty. Wipe them with a cloth slightly moistened with alcohol.

### No sound or only a very low level of sound is heard from specific speakers.

- Connect a pair of headphones to the PHONES jack to verify that sound is output from the headphones. If only one channel is output from the headphones, the device may not be connected to the receiver correctly. Check that all of the cables are fully inserted into the jacks on both the receiver and the device.  
If both channels are output from the headphones, the front speaker may not be connected to the receiver correctly. Check the connection of the front speaker that is not outputting any sound.
- Make sure you have connected to both the L and R jacks of an analog device, as analog devices require both L and R jack connections. Use an audio cable (not supplied).
- Adjust the speaker level.
- Check that the speaker settings are appropriate for the setup using [Auto Calibration] or [Speaker Pattern] in the Speaker Settings menu. Then check that sound is output from each speaker correctly using [Test Tone] in the Speaker Settings menu.
- Some discs have no Dolby Digital Surround EX information. In this case, sound may not be output from some speakers.
- Check that the subwoofer is connected correctly and securely.
- Make sure you have turned on your subwoofer.
- Depending on the selected sound field, sound may not be available from the subwoofer.
- There is no sound from the subwoofer when all speakers are set to [Large] and [Neo:6 Cinema] (\*) or [Neo:6 Music] (\*) is selected.

\* for STR-DH750 only

## There is no sound from a specific device.

- Check that the device is correctly connected to the corresponding audio input jacks.
- Check that the cable(s) used for the connection is (are) fully inserted into the jacks on both the receiver and the device.
- Check the Input Mode setting.
- Check that the device is correctly connected to the corresponding HDMI jack.
- You cannot listen to the Super Audio CD via an HDMI connection.
- The HDMI settings of some playback devices need to be configured. Refer to the operating instructions supplied with each device.
- Be sure to use a High Speed HDMI cable when you view images or listen to sound, especially for 1080p, Deep Color (Deep Colour), 4K or 3D transmission.
- Audio signals (format, sampling frequency, bit length, etc.) transmitted from an HDMI jack may be suppressed by the connected device. Check the setup of a device connected via an HDMI cable if the image is poor or the sound does not come out of the device.
- When a connected device does not support the copyright protection technology (HDCP), the image and/or the sound from the HDMI OUT jack may be distorted or may not be output. If this is the case, check the specifications of the connected device.
- Set the image resolution of the playback device to more than 720p/1080i to enjoy High Bitrate Audio (DTS-HD Master Audio, Dolby TrueHD).
- The image resolution of the playback device may need to be configured to certain settings before you can enjoy Multi Channel Linear PCM. Refer to the operating instructions of the playback device.
- Make sure the TV supports the System Audio Control function.
- If the TV does not have a System Audio Control function, set [HDMI Audio Out] in the HDMI Settings menu to:
  - [TV+AMP] if you want to listen to the sound from the TV speaker and receiver.
  - [AMP] if you want to listen to the sound from the receiver only.
- When you connect the receiver to a video device (projector, etc.), sound may not be output from the receiver. In this case, set [HDMI Audio Out] to [AMP] in the HDMI Settings menu.
- You cannot listen to the sound of a device connected to the receiver while TV input is selected on the receiver.
  - Be sure to change the input of the receiver to HDMI if you want to watch a program on a device connected via HDMI connection to the receiver.
  - Change the TV channel if you want to watch a TV broadcast.
  - Be sure to select the correct device or input when watching a program from a device connected to the TV. Refer to the section on this operation in the operating instructions of the TV.
- When [Analog Direct] is being used, sound is not output. Use another sound field.
- When using the Control for HDMI function, you cannot control connected devices using the remote control of the TV.
  - Some devices and TVs need to be set up. Refer to the operating instructions supplied with each device and TV.
  - Change the input of the receiver to the HDMI input connected to the device.
- Check that the selected digital audio input jack is not assigned to another input.

The left and right sound is unbalanced or reversed.

- Check that the speakers and device are connected correctly and securely.
- Adjust the sound level parameters using the Speaker Settings menu.

Dolby Digital or DTS multi-channel sound is not reproduced.

- Check that the DVD, etc. you are playing is recorded in Dolby Digital or DTS format.
- When connecting the DVD player, etc., to the digital input jacks of this receiver, make sure the digital audio output setting of the connected device is available.
- Set [HDMI Audio Out] to [AMP] in the HDMI Settings menu.
- You can only enjoy High Bitrate Audio (DTS-HD Master Audio, Dolby TrueHD), DSD (for non-USA and Canadian models only) and Multi Channel Linear PCM with an HDMI connection.
- [Back](#)
- [Back to Top](#)

[Print](#)

The surround effect cannot be obtained.

- Make sure you have selected a sound field for movies or music.
- [PLII Movie], [PLII Music], [PLIIX Movie] (\*), [PLIIX Music] (\*), [Neo:6 Cinema] (\*) and [Neo:6 Music] (\*) do not work when the speaker pattern is set to 2/0 or 2/0.1.

\* for STR-DH750 only

A test tone is not output from the speakers.

- The speaker cables may not be connected securely. Check that they are connected securely and cannot be disconnected by pulling on them slightly.
- The speaker cables may have short-circuited.

A test tone is output from a different speaker than the speaker displayed on the TV screen.

- The speaker pattern setup is incorrect. Make sure that the speaker connections and the speaker pattern match correctly.

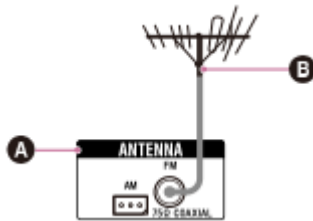
No sound is output from the TV when the receiver is in standby mode.

- When the receiver enters standby mode, sound is output from the last HDMI device selected before you turned off the receiver. If you are enjoying content from another device, play the content on the device and perform the One-Touch Play operation, or turn on the receiver to select the HDMI device from which you want to enjoy content.

- Make sure [Pass Through] is set to [On] (For USA, Canadian, Indian and Australian models only) or [Auto] in the HDMI Settings menu.

### The FM reception is poor.

- Use a 75-ohm coaxial cable (not supplied) to connect the receiver to an outdoor FM antennas (aerial) as shown below.



**A** Receiver

**B** Outdoor FM antenna (aerial)

### The FM stereo reception is poor.

Perform the following procedure:

1. Select [Listen] - [FM] from the home menu.
2. Tune in the station you want.
3. Press OPTIONS.
4. Select [FM Mode] from the options menu.
5. Select [Mono].

### You cannot tune to radio stations.

- Check that the antennas (aerials) are connected securely. Adjust the antennas (aerials) and connect an external antenna (aerial) if necessary.
- The signal of the stations is too weak with automatic tuning. Use direct tuning.
- Make sure you set the tuning scale correctly (when tuning to AM stations with direct tuning).
- No stations have been preset or the preset stations have been cleared (when tuning by scanning preset stations is used). Preset the stations.
- Press DISPLAY repeatedly on the receiver so that the frequency appears on the display panel.

### RDS does not work (for European, Indian and Australian models only).

- Make sure that you are tuned to an FM RDS station.

- Select a stronger FM station.
- The station you tuned to is not transmitting the RDS signal or the signal is weak.

The RDS information that you want does not appear (for European, Indian and Australian models only).

- The service may be temporarily out of order. Contact the radio station and find out whether they actually provide the service in question.

### Setting up the receiver using the Easy Setup

When you turn on the receiver for the first time or after the receiver is initialized, the Easy Setup screen appears on the TV screen. You can set up the following settings for the receiver by following the instructions on the Easy Setup screen.

- Speaker Settings

Perform automatic calibration in accordance with your speaker system configuration and arrangement.

#### *Note*

- Switch the input of the TV to the input to which the receiver is connected to use this function.

If the Easy Setup screen does not appear or you want to display the Easy Setup screen manually, you can display it by selecting [Settings] - [Easy Setup] from the home menu.